

目錄 CONTENTS

Outline of Contents 課程綱要 4

Overview 編寫要旨 7

Part 1 Telephone Communication Expressions 電話通訊用語

Lesson 1	Telephone Communication 電話溝通	12
Lesson 2	Leaving and Taking Messages 留言和記錄留言	20
Lesson 3	Using Communication Software 使用通訊軟體	28
Review 1	Lessons 1–3	36

Part 2 Direction Expressions 方位用語

Lesson 4	Places and Shops Around Town 地點及商店	38
Lesson 5	Describing Locations 描述地點方位	44
Lesson 6	Asking for and Giving Directions 問路及指引	50
Review 2	Lessons 4–6	56

Part 3 Food Expressions 食物用語

Lesson 7	Talking About Asian Food 亞洲食物及特色	58
Lesson 8	Talking About Western Food 西方食物及特色	66
Lesson 9	Cooking Methods and Ingredients 料理方式和食材名稱	72
Review 3	Lessons 7–9	80

Part 4 Restaurant Expressions 餐廳用語

Lesson 10	Restaurant Choices, Inquiries, and Orders 餐廳選擇、詢問與點餐	82
Lesson 11	Table Manners 餐桌禮儀	90
Lesson 12	Restaurant Services and Paying the Bills 餐廳服務和結帳	96
Review 4	Lessons 10–12	104

Part 5 Shopping Expressions 購物用語

Lesson 13	Shopping Locations and Product Types 購物地點和產品種類	106
Lesson 14	Inquiring About Specifications and Plans 詢問產品規格和方案	114
Lesson 15	Bargaining for a Better Price 殺價	122
Review 5	Lessons 13–15	128

Part 6 Clothing Expressions 服飾用語

Lesson 16	Clothing and Accessories 各式衣服和配件	130
Lesson 17	Eastern and Western Traditional Clothing 東西方傳統服飾	138
Lesson 18	Personal Clothing Styles and Fashion Trends 穿衣風格和時尚潮流	146
Review 6	Lessons 16–18	152

課程綱要 Outline of Contents

	Lesson/Topic	Learning Goals	Grammar
Part 1 Telephone Communication Expressions 電話通訊用語 <p>p. 12</p>	1. Telephone Communication 電話溝通 p. 12	<ul style="list-style-type: none"> • Answering a Call / Explaining the Reason of the Call 接聽電話／說明來電原因 • Asking to Speak to Someone Else / Transferring or Explaining the Person is Not Available Now 要求與他人通話／轉接或說明該人員目前不在 • Asking Who is Calling / Responding 詢問來電者是誰／回應 • Asking Someone to Hold / Responding 要求對方稍候／回應 • Problems on the Line 電話線路問題 	Relative clauses (I): "who" vs. "which" 關係子句 (1) : who 與 which 的區別
	2. Leaving and Taking Messages 留言和記錄留言 <p>p. 20</p>	<ul style="list-style-type: none"> • Leaving a Message 留言 • Taking a Message 記下留言 • Making a Request 提出請求 • Saying You/Someone Will Return a Call Later 說明你／某人稍後會回電 • Leaving a Voicemail 留下語音訊息 	Relative clauses (II): subject vs. object 關係子句 (2) : 主詞與受詞
	3. Using Communication Software 使用通訊軟體 <p>p. 28</p>	<ul style="list-style-type: none"> • Communication Software Functions and Elements 通訊軟體功能與元素 • Using Communication Software 使用通訊軟體 • Common Texting Abbreviations 常見簡訊縮寫 	Relative clauses (III): restrictive vs. non-restrictive 關係子句 (3) : 限定與非限定用法
Part 2 Direction Expressions 方位用語 <p>p. 38</p>	4. Places and Shops Around Town 地點及商店 p. 38	<ul style="list-style-type: none"> • Places and Shops in a Town or City 城鎮或城市的場所和商店 • Talking About Going to a Place 談論前往某處 	Using "take" to talk about time/duration 使用 take 來談論時間／持續時間

	Lesson/Topic	Learning Goals	Grammar
Part 2 Direction Expressions 方位用語 (p. 38)	5. Describing Locations 描述地點方位 (p. 44)	<ul style="list-style-type: none"> Terms Describing Locations 描述位置的術語 Talking About Locations 談論位置 	Causative verbs: "have," "make," and "let" 使役動詞：have、make 和 let
	6. Asking for and Giving Directions 問路及指引 (p. 50)	<ul style="list-style-type: none"> Asking for Directions 詢問方向 Giving Directions 指引方向 	Remember V-ing vs. remember to VR 「remember V-ing」與「remember to VR」的區別
Part 3 Food Expressions 食物用語 (p. 58)	7. Talking About Asian Food 亞洲食物及特色 (p. 58)	<ul style="list-style-type: none"> Popular Asian Dishes 受歡迎的亞洲菜餚 Talking About Asian Food 談論亞洲食物 	Too Adj. to VR 「太……而不能……」句型
	8. Talking About Western Food 西方食物及特色 (p. 66)	<ul style="list-style-type: none"> Popular Western Dishes 受歡迎的西方菜餚 Talking About Western Food 談論西方食物 	Question tags 附加問句
	9. Cooking Methods and Ingredients 料理方式和食材名稱 (p. 72)	<ul style="list-style-type: none"> Cooking Methods 烹飪方法 Common Ingredients 常見食材 Talking About Cooking 談論烹飪 	Look/smell/taste/sound/feel Adj. Look/smell/taste/sound/feel like N. 感官動詞用法
Part 4 Restaurant Expressions 餐廳用語 (p. 82)	10. Restaurant Choices, Inquiries, and Orders 餐廳選擇、詢問與點餐 (p. 82)	<ul style="list-style-type: none"> Different Types of Restaurants and Places to Eat 不同類型的餐廳和用餐場所 Talking About Which Restaurant to Choose 討論選擇哪間餐廳 Questions for/from the Server 對服務生提出的問題／服務生提出的問題 	Comparative sentences 比較級句型
	11. Table Manners 餐桌禮儀 (p. 90)	<ul style="list-style-type: none"> Bad Table Manners 不良的餐桌禮儀 Talking About Good/Bad Table Manners 討論良好／不良的餐桌禮儀 	Passive voice 被動語態
	12. Restaurant Services and Paying the Bills 餐廳服務和結帳 (p. 96)	<ul style="list-style-type: none"> Checking on the Customer 詢問顧客狀況 Dealing With Complaints and Requests 處理客訴和要求 Paying the Bills 結帳 	Here + V. + N. vs. Here + Pron. + V. Here 倒裝句

	Lesson/Topic	Learning Goals	Grammar
Part 5 Shopping Expressions 購物用語 p. 106	13. Shopping Locations and Product Types 購物地點和產品種類 p. 106	<ul style="list-style-type: none"> Shopping Locations 購物地點 Talking About Shopping Locations 談論購物地點 Product Types 產品類型 Asking About Products 詢問產品 	One/ones vs. it/them 不定代名詞「one/ones」和「it/them」
	14. Inquiring About Specifications and Plans 詢問產品規格和方案 p. 114	<ul style="list-style-type: none"> Common Electronics 常見電子產品 Talking About Specifications 討論規格 Talking About Plans 討論方案 	Enough enough 用法
	15. Bargaining for a Better Price 殺價 p. 122	<ul style="list-style-type: none"> Comparing Prices 比較價格 Negotiating Prices 議價 	Not only ... but also ... 「不只……還……」句型
Part 6 Clothing Expressions 服飾用語 p. 130	16. Clothing and Accessories 各式衣服和配件 p. 130	<ul style="list-style-type: none"> Clothing 服裝 Accessories 配件 Talking About Clothing and Accessories 談論服裝和配件 	Superlative sentences 最高級句型
	17. Eastern and Western Traditional Clothing 東西方傳統服飾 p. 138	<ul style="list-style-type: none"> Eastern Traditional Clothing 東方傳統服飾 Western Traditional Clothing 西方傳統服飾 Talking About Traditional Clothing 討論傳統服飾 	Echoed sentences 附和句
	18. Personal Clothing Styles and Fashion Trends 穿衣風格和時尚潮流 p. 146	<ul style="list-style-type: none"> Personal Clothing Styles 個人服裝風格 Fashion Trends 時尚潮流 Talking About Personal Style and Fashion Trends 討論個人風格和時尚潮流 	It was not until ... that ... 「直到……才……」句型

編寫要旨 Overview

本書係依照教育部於民國一一〇年公布的「十二年國民基本教育技術型高級中等學校群科課程綱要——外語群」實習科目「初階英語聽講練習」編寫而成。

本書根據課綱所列出的主題類別「**電話通訊用語、方位用語、食物用語、餐廳用語、購物用語、服飾用語**」，及主題之下的具體學習內容，以貼近生活的情境及道地語言來設計課程，期待學生能夠將課堂上學到的聽力、口說技巧運用到生活中，以增進現今生活的各項核心素養，並培養面對未來挑戰所應具備的知識、能力與態度。

全書共兩冊，供技術型高中第一學年之第一、二學期，每學期兩學分教學使用，旨在幫助學生達到下列課綱所期望之學習表現：

- 1 分辨口語會話中的語音變化，促進溝通表達及國際移動力。
- 2 能從會話中透過聽取主旨及主題，進而欣賞且尊重多元文化。
- 3 從會話中理解重點資訊，進而關心公共事務、拓展國際視野。
- 4 聽懂日常生活技能的會話，具備自我精進與溝通表達之能力。
- 5 能適切表達及回應日常生活技能的會話。
- 6 具備傾聽與尊重他人意見，願意參與討論與溝通的態度。
- 7 體會工作中學習互助合作，以建立職場倫理及重視職業安全。
- 8 能思辨勞動法令規章與相關議題，省思自我的社會責任。

本冊共分 6 個大主題（Part）、18 課（Lesson），每主題涵蓋三課，各主題後編有一個 Review 複習，綜合複習該主題學過的所有內容。

Lessons 1-3 電話通訊用語

Lessons 4-6 方位用語

Lessons 7-9 食物用語

Lessons 10-12 餐廳用語

Lessons 13-15 購物用語

Lessons 16-18 服飾用語

每課架構及編寫要旨說明如下：

Places and Shops Around Town

▶ Getting Ready

1. Here are some students talking about the places they like to go to in their town or city. Fill in the blanks using the words in the box. Then listen to the MP3 and check your answers.

• department store • café • park • museum • library

1  On weekends, I love going to the _____. in town. I can spend hours shopping and eating there.	2  I enjoy reading, so I often visit the local _____. I usually borrow two or three books a week!	3  I love to go to a good _____ with friends. We can sit there and chat for hours over coffee.
4  I often walk my dog or play soccer with my friends in the _____. It's great to have green spaces in the city.	5  A new _____ has opened in my city. It has some very interesting old items. I love to go there and learn about history.	

2. Practice these two short conversations with a partner. You can find the names of more places on page 41.

Conversation 1	Conversation 2
A: Where are you going? B: I'm going to the _____. A: Why are you going there? B: I'm going to _____. (borrow a book / have coffee with friends / ...)	A: After you come back from the _____, can we go to the _____? B: I guess so. Why do you want to go there? A: I want to _____. (buy some food / shop for clothes) B: OK, sure!

編有本課重點句型供學生套用練習，或配有口說練習活動，讓學生能先行暖身、熟悉口說會話。



課前暖身

Getting Ready

配合該課主題，設計簡單活潑的聽力或口語等活動，幫助學生在課前了解該課的學習重點，做為學習前的暖身。

2. When we talk about food from a particular country, we usually use a **country adjective**.

I like ~~Japan~~ food. ✗ I like Japanese food. ✓

With a partner, practice saying the following country adjectives. Then try the short conversation.

Country Adjectives	Conversation
China → Chinese Japan → Japanese Taiwan → Taiwanese Vietnam → Vietnamese Korea → Korean	A: Do you like _____ (Japanese/Vietnamese/...) food? B: Yes, I love it! A: What's your favorite _____ dish? B: I think _____ is my favorite.

▶ Time to Listen

You will hear a conversation between Chris and his mother. Before you listen, finish the tasks below.

A Focus on Vocabulary

The following words and phrases will appear in the conversation. Listen to them first, and put them into the sentences below. Change the forms if necessary.

- | | |
|---------------------------------------|---------------------------------|
| 1. run an errand ['erənd] (v.) 跑腿 | 5. return ['riːtʃn] (v.) 歸還 |
| 2. pick up (v.) 買 | 6. fine [faɪn] (n.) 罰款 |
| 3. immediately [ɪ'mɪdiətli] (adv.) 馬上 | 7. urgent ['ɜːdʒənt] (adj.) 急迫的 |
| 4. instead [ɪn'stɪd] (adv.) 做為替代；反而 | 8. take care of sth. 處理某事 |

- We didn't eat at our usual place; we went to a new café _____.
- If you can't _____ this job by yourself, I will get someone to help you.
- I must _____ some books to the library after school today.
- We should talk about this right now because it is _____.
- Should we _____ some potato chips for the party tonight?
- Jay got a NT\$500 _____ for not wearing a helmet while riding his scooter.
- Vicky went to the doctor _____ after she started feeling ill.
- Can you _____ for me? I need you to get some bread from the bakery.

Now listen to the MP2 to see if your answers were correct.

B Listen Up Practice

Listen to the conversation and answer the question.
Which of these does Chris's mother need?



聽力訓練

Time to Listen

主要學習內容為與該課主題相關的情境對話，搭配字彙和聽力測驗，幫助學生完整學習對話內容。

Time to Listen


You will hear a conversation between Chris and his mother. Before you listen, finish the tasks below.

A Focus on Vocabulary

The following words and phrases will appear in the conversation. Listen to them first, and put them into the sentences below. Change the forms if necessary.

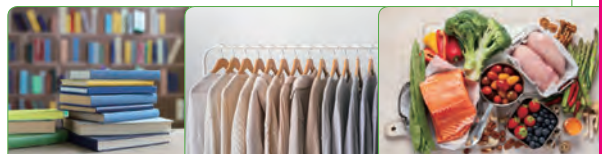
- | | |
|---------------------------------------|---------------------------------|
| 1. run an errand ['erənd] 跑腿 | 5. return [ri'tʌn] (v.) 歸還 |
| 2. pick up (v.) 買 | 6. fine [faɪn] (n.) 罰款 |
| 3. immediately [ɪ'mɪdiətli] (adv.) 馬上 | 7. urgent ['ɜ:dʒənt] (adj.) 急迫的 |
| 4. instead [ɪn'sted] (adv.) 做為替代；反而 | 8. take care of sth. 處理某事 |

- We didn't eat at our usual place; we went to a new café _____.
- If you can't _____ this job by yourself, I will get someone to help you.
- I must _____ some books to the library after school today.
- We should talk about this right now because it is _____.
- Should we _____ some potato chips for the party tonight?
- Jay got a NT\$500 _____ for not wearing a helmet while riding his scooter.
- Vicky went to the doctor _____ after she started feeling ill.
- Can you _____ for me? I need you to get some bread from the bakery.

Now, listen to the MP3 to see if your answers were correct. 

B Listen Up Practice

Listen to the conversation and answer the question.
Which of these does Chris's mother need?



- (A) [] Some books. (B) [] Some clothes. (C) [] Some food.

39

B Listen Up Practice

Listen to the conversation and answer the question.
Which of these does Chris's mother need?



- (A) [] Some books. (B) [] Some clothes. (C) [] Some food.

39

A 聚焦字彙

Focus on Vocabulary

在對話開始前，預習對話中出現的重要單字／片語及其用法，並試做配對填空練習，幫助學生在聆聽時更能掌握內容。

B 聽力重點練習

Listen Up Practice

尚未看到對話內容前，學生先專注聆聽對話，試著回答與對話重點相關的題目，訓練聽力耳，確認是否能理解其中的重要資訊。

C Conversation

Listen to the conversation again, and fill in the blanks.

R Receptionist M Mary

[The phone rings.]

- R Hello, this is Jim at reception speaking.
M Hello. Could I speak to Tyler, please?
R Tyler's ① _____ today. Can I help you at all?
M I'm ② _____. I wanted to speak to him about the logo which he created for us.
R I see. Then maybe I can ③ _____ for you?
M Yes, thank you. Could you tell him that we love the logo, but it's a little ④ _____? Our boss wants it to be more lively.
R Got it. And who should I say called?
M Mary from Sybil Bakery. Sybil is spelled S as in Sierra, Y as in Yankee, B as in Bravo, I as in India, L as in Lima.
R I'll be sure to pass that on. ⑤ _____ to ask him to call you back tomorrow?
M No, it's fine. Just ask him to ⑥ _____ to my email. He has my address.
R Noted. Anything else?
M No, that's great! Thanks for your help.



C 情境對話

Conversation

再聽一遍對話並做填空練習，以此訓練學生英聽能力。

接著再回答與對話相關的主旨、推論或重點資訊問題，確認是否已經完全理解對話的內容和細節。

- What is most likely true about Mary?
(A) She is the owner of Sybil Bakery.
(B) She and Tyler have emailed before.
(C) She wants a completely new logo.
(D) She expects Tyler to give her a call.
- Circle the correct answer.
① Tyler is / isn't in the company right now.

Essential Expressions

A Answering a Call / Explaining the Reason of the Call

Formal calls

- 1 A Good morning/afternoon, you're through to you've reached [Name 1] at [Business Name].
- B May I speak to [Name 2], please?
- 2 A Hello. [Business Name]. How can I help you?
- B Hello, this is [Name 2] (speaking). I'm calling regarding¹ / in regard to² our meeting tomorrow.

Informal calls

- 3 A Hello/Hi, this is [Name 1] speaking. B Hi, [Name 1], this is [Name 2]. I'm just calling to see if you have time later. about our plans for tonight.
- [Name 1] speaking.
- [Name 1] here.

B Asking to Speak to Someone Else / Transferring or Explaining the Person is Not Available Now

Formal calls

- 1 A Is [Name] there, please? B Yes, he/she is right here.
- A Could I speak to [Name], please? I'll transfer⁴ you.
- A Could you put me through to³ [Name], please? B I'm afraid he/she is not available at the moment.

part 1

Telephone Communication Expressions

Lesson 1

Telephone Communication



必備表達

Essential Expressions

介紹該課主題下的重要單字、句型或表達方式，提供多種表達方式，讓學習更加全面。

Listening Check

Listen to each question and choose the correct response.

1. (A) Thank you. Bye-bye.
(B) OK, take your time.
(C) I'm calling to discuss our meeting next week.
2. (A) Hi, this is Peter.
(B) Have a nice day.
(C) OK, no rush.
3. (A) Yes, I'll hold.
(B) I'll put her on the phone.
(C) No, I'll call back later.
4. (A) Hi, this is John. I'm just calling to say happy birthday.
(B) Glad I could help.
(C) Please hold while I transfer you.

聽力測驗 Listening Check

選出正確回應，即時複習「必備表達」中所學。

Time to Speak

A Role Play

Listen to the following conversation and practice it with a partner. Then have similar conversations using the words and phrases in the boxes.

- A Hey, do you use Friend Chat?
- B Yes, I use it.
- A Can I ask you a question? How do you start a voice call?
- B Just tap the phone icon at the top right corner of the screen.
- A Ah, I see. Thanks.
- B No problem. Oh, I don't think you're in my contacts list. Can I add you?
- A Of course. Here's my QR code.
- B Thanks. OK, I'll send you a sticker. Then we can chat.



46

<p>1 choose an emoji smiley face right side of the text box username</p>	<p>2 attach a photo paperclip left side of the text box Friend Chat ID</p>	<p>3 start a video call camera top left of the screen phone number</p>
--	--	--



口語訓練

Time to Speak

以角色扮演和多人小組合作（團體合作／全班合作）、討論問題等活動，進行口語訓練。

A 角色扮演 Role Play

提供一至兩則對話及替換字詞，讓學生兩人一組做簡單的口語練習。

Time to Speak

A Role Play

Listen to the following conversation, and then practice it with a partner.

- A Hello, I'm looking for a new smartphone. Can you help me?
- B Of course. Are you looking for any features in particular?
- A I'd like one with a high-definition screen.
- B How about this one? It also has an amazing 70-megapixel camera.
- A That's great. What's the battery life like?
- B It can last around 10 hours on a full charge.
- A Hmm... I'm looking for one with slightly better battery life.
- B OK. Let me see if I have something more suitable for you.



Now have similar conversations using the prompts below.

<p>1 e-reader</p>	<p>2 games console</p>	<p>3 necklace</p>
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B Pair Work 1. Work with a partner and create a short conversation based on one of the following scenarios.

Student A is a customer at a restaurant. Student B is the server. A wants to pay the bill.

Scenario 1

The customer wants to pay in cash, but the restaurant does not accept cash.



Scenario 2

The customer wants to pay by card, but the restaurant's card machine is broken.



Scenario 3

The customer wants to pay by payment app, but the restaurant only accepts cash.



Scenario 4

The customer wants to pay half by card and half in cash. But the restaurant can only accept one kind of payment.



EXAMPLE Scenario 1

- S** All done?
C Yes, thank you. Can I get the bill, please?
S Of course. Here you are.
C Can I pay in cash?
S I'm sorry, but we don't accept cash. We take cards or you can pay with a payment app.
C Oh, I see. I'll pay with my card then.
S Thank you! I'll bring the card machine right over.

2. Practice your conversation several times. Then perform it for the class.

C Discussion

Form groups of three or four, and discuss the following questions.

- Have you ever had a problem with your meal at a restaurant? What did you do?
- When you go to a restaurant, how do you prefer to pay—in cash, by card, or with a payment app?

103

part 4

Restaurant Expressions

Lesson 12

Restaurant Services and Paying the Bills

B Group Work

- Think about your personal clothing style.
 - Your style (e.g., goth, preppy...)
 - Your favorite accessories
 - Colors you prefer
 - Your fashion icons
 - Clothes you like to wear
- Work in groups of three. Find out about your classmates' personal fashion styles.

EXAMPLE

- A** How do you like to dress?
B I'd say my style is more goth—I wear a lot of black T-shirts and jeans, and I love dark makeup.
C Cool! Do you have any favorite accessories?
B Definitely my black leather boots and silver rings. How about you? What's your go-to look?
A I really love Victoria Beckham. She's my fashion icon. So I dress quite elegantly...

151

B 多人小組合作 Group Work

根據該課主題，設計不同合作方式的口語練習，讓學生能運用「必備表達」中所學，做進一步的口語訓練。並提供範例與可用語句給學生套用練習參考。

C 問題討論（僅部分課次有） Discussion

提供兩題與主題相關的討論問題，讓學生做自發性討論與分享。



練習題 Review

每主題（Part）後各設計一個 Review 練習題，題型包含字彙、聽力（如聽力配合題、聽力勾選題等）與綜合口說練習，綜合複習該主題的三課內容，完整掌握學習成效。



Review 1 Lessons 1–3

A Listen to the sentences, and fill in the missing words.

- No problem; I will surely _____ the news about the schedule change to everyone.
- The store gave us a free _____ of their latest shampoo to try.
- My dance _____ and I have been practicing for the upcoming show every day.
- I looked at the _____ and saw that Benny had sent me a funny sticker.
- Excuse me—please keep your phone _____ while in the theater.

B Listen to the following four short phone conversations. Then draw a line from the reason why someone is not available in the conversation.

- | | |
|----------------|-------------------------------------|
| Conversation 1 | • The person has left the company. |
| Conversation 2 | • The person is working from home. |
| Conversation 3 | • The person is busy right now. |
| Conversation 4 | • The person is not coming to work. |

C Listen to the following four short conversations. Then circle the correct information.

- What is Eric soon going to do?
 - Send a message.
 - Change school.
 - Make a website.
 - Fill in a form.
- What is the caller's surname? _____

E With your partner, create a conversation based on the situation. Use the phrases below to help you. Then switch roles.

Student A calls to make an appointment (e.g., with a doctor/dentist, at a beauty salon, etc.). Student B answers the call.

- B** Answer the call in a suitable way.
A Say why you are calling.
B Suggest a date and time for the appointment.
A Reject the suggestion and offer another one.
B Accept the suggestion and ask for A's details.
A Give your details.
B Confirm the appointment.
A Say thank you.



1 I'd like to make an appointment, please.



2 When would you like to come?

Review 1 Lessons 1–3

Lesson

1

Telephone Communication

► Getting Ready

1. The following expressions are often used when talking on the phone. Some are used at the start of a call. Others are used at the end of a call. Write them under the correct heading. The first two have been done for you.

This is Mike.

Kate speaking.

Call again if you need anything else.

I'll make sure he gets the message.

Nice speaking with you.

Rick here.

Glad I could help.

You've reached Jill.

Have a nice day.

You're through to Jeff.

Used at the Start of a Call	Used at the End of a Call
<ul style="list-style-type: none"> <i>This is Mike.</i> 	<ul style="list-style-type: none"> <i>Have a nice day.</i>

Now listen to the MP3 and check your answers.



2. Practice the following two short conversations with your partner. Use the expressions above.

Starting a Call	Ending a Call
<p>A Hello. _____. How can I help you?</p> <p>B Hi, could I speak to Bill, please?</p> <p>A I'm sorry. He's not here at the moment. Can I take a message?</p>	<p>B Thank you. You've been very helpful.</p> <p>A No problem. _____.</p> <p>B Bye-bye.</p> <p>A Bye.</p>

► Time to Listen

You will hear a phone conversation between Dan and Mrs. Smith, Dan's classmate's mother. Before you listen, finish the tasks below.

A Focus on Vocabulary



The following words and phrases will appear in the conversation. Listen to them first, and put them into the sentences below. Change the forms if necessary.

- | | |
|--|--------------------------------------|
| 1. partner [ˈpɑːtnə] (n.) 搭檔；伙伴 | 5. melt [mɛlt] (v.) 融化 |
| 2. project [ˈprɒdʒekt] (n.) 專題研究 | 6. hold on 等一下 |
| 3. material [məˈtɪriəl] (n.) 材料 | 7. disturb [dɪsˈtɜːb] (v.) 打擾 |
| 4. model plane [ˈmɒdl plæn] (n.) 飛機模型 | 8. take care 保重（電話結尾用語） |

- Please _____ for just a moment. I'll get Jack for you.
- Our goods are all made from recycled _____ and therefore very eco-friendly.
- Sorry to _____ you, but may I speak to Eric?
- My little brother was excited when I gave him a _____ for his birthday.
- I need to talk about our history _____. Are you available right now?
- Jay and Polly are my language _____ for practicing speaking English.
- If you keep talking on the phone, the ice cream will _____.
- It was great talking to you. _____ and have a wonderful day!

Now, listen to the MP3 to see if your answers were correct.



B Listen Up Practice



Listen to the conversation and answer the question.

Why can't Mike come to the phone?



(A) []

He's taking a shower.



(B) []

He's having a meal.



(C) []

He's walking the dog.

C Conversation 05

Listen to the conversation again, and fill in the blanks.

S Mrs. Smith **D** Dan

[The phone rings.]

S Hello?

D Hi, could I speak to Mike, please?

S **1** _____ who is calling?

D This is Dan. Mike and I are **partners** in science class.

S Ah! Dan! You're the boy who is doing the science **project** with Mike.

D Yes, that's right. We're trying several **2** _____ to make a **model plane**, but one of them keeps **melting**. I need to chat with him about it.

S **Hold on** a minute. I'll go **3** _____.

D Thank you.

[A few moments later.]

S I'm sorry, Dan. Mike is out walking the dog right now. He **4** _____ too long, though. Can you **5** _____ in around twenty minutes?

D Oh, that's OK. I can talk with him when we meet tomorrow. Sorry for **disturbing** you.

S **6** _____. **Take care.**

D And you. Bye-bye.



Now, answer the following questions.

____ 1. Why does Dan want to talk to Mike?

- (A) To ask him to buy something. (B) To walk the dog together.
(C) To find out some news. (D) To discuss a problem.

2. Mark each of the following statements T (true) or F (false).

- [] **1** Mike has told his mother about Dan.
[] **2** Mrs. Smith thinks Mike will be back soon.
[] **3** Dan will call Mike again later today.

© COSMOS CULTURE LTD Mike told his mother he was going out.

► Essential Expressions

part

1

Telephone Communication Expressions

Lesson

1

Telephone Communication

A

Answering a Call / Explaining the Reason of the Call



Formal calls

① A Good morning/afternoon, you're through to
you've reached [Name 1] at [Business Name].

B May I speak to [Name 2], please?

② A Hello. [Business Name]. How can I help you?

B Hello, this is [Name 2] (speaking). I'm calling regarding¹ / in regard to² our meeting tomorrow.

Informal calls

③ A Hello/Hi, this is [Name 1] speaking. B Hi, [Name 1], this is [Name 2]. I'm just
this is [Name 1]. calling to see if you have time later.
[Name 1] speaking. about our plans for tonight.
[Name 1] here.

B

Asking to Speak to Someone Else / Transferring or Explaining the Person is Not Available Now



Formal calls

① A Is [Name] there, please? B Yes, he/she is right here.
A Could I speak to [Name], please? I'll transfer⁴ you.
A Could you put me through to³ [Name], please? B I'm afraid he/she is not
A I was wondering if I could speak to [Name], available at the moment.
please. May I ask what it's regarding?

Informal calls

② A Is [Name] around/there? B Yes, he/she is right here. I'll pass him/her to⁵ you.
B Sorry, he's/she's not here right now. Can you call
back later?

1. regarding [rɪˈɡɑːdɪŋ] (prep.) 關於

2. in regard to 關於
[rɪˈɡɑːd]

3. put A through to B 將 A 的電話接至 B

4. transfer [ˈtrænsfə] (v.) 轉 (電話)

5. pass sb. to (v.) 將 (電話) 轉給某人



Asking Who is Calling / Responding



Formal calls

- 1 **A** Could you tell me who is calling, please? **B** This is [Name] speaking.
A May I ask who is calling?
A Who is calling, please?

Informal calls

- 2 **A** Who's this? **B** [Name] speaking.



Asking Someone to Hold / Responding



Formal calls

- 1 **A** Please hold while I transfer you. **B** Thank you. I'll hold.
A Could you wait just a moment, please?
A Just a moment, please.

Informal calls

- 2 **A** Just hold on for one second. **B** OK, take your time.
A Hold on for a minute. I'll go get him/her. no rush.



Problems on the Line



- 1 **A** Hello. Is this Jason White? **B** I'm sorry. I think you have the wrong number.
2 **A** Hello. Can you hear me? **B** I'm sorry, the **signal**¹ is bad. You're **breaking up**².



Ending a Call



- A** Have a nice day. **B** Bye.
A Call again if you need anything else. **B** Bye-bye.
A Nice speaking with you. **B** Thank you. Bye.
A Glad I could help. **B** Good day to you.
A Take care. / **A** Thank you for calling.

1. **signal** ['sɪgnl] (n.) (電話) 訊號

2. **break up** (電話) 聲音斷斷續續



Listening Check



Listen to each question and choose the correct response.

- | | |
|--|---|
| <p>_____ 1. (A) Thank you. Bye-bye.
 (B) OK, take your time.
 (C) I'm calling to discuss our meeting next week.</p> <p>_____ 2. (A) Hi, this is Peter.
 (B) Have a nice day.
 (C) OK, no rush.</p> | <p>_____ 3. (A) Yes, I'll hold.
 (B) I'll put her on the phone.
 (C) No, I'll call back later.</p> <p>_____ 4. (A) Hi, this is John. I'm just calling to say happy birthday.
 (B) Glad I could help.
 (C) Please hold while I transfer you.</p> |
|--|---|

► Time to Speak

A Role Play

Work with a partner. Listen to the following conversations and then practice them. Replace the words in color with ones from the conversation bank.

Conversation Bank 13

① Tim here
this is May
you've reached Gina
you're through to Chris

② could I speak to Kit, please?
I was wondering if I could speak to Matt, please.
is Pete around?
could you put me through to Lisa, please?

③ he's busy right now
he's not at his desk
I don't think he's here
he's not available at the moment

④ give him a call later on, then
ring back* this afternoon
call another time
try again in an hour or so

* ring sb. back (v.) 再次致電某人；回電給某人



14

Conversation A

- A Hello, **Jack speaking**.
- B Hi, **is Leo there, please?**
- A Yes, I'll pass him to you. Just a minute.
- B Thank you.

15

Conversation B

- A Hello, this is Tina.
- B Hello, could I speak to Mitch, please?
- A Sorry, **he's not here at the minute**.
- B OK. I'll **call back later, then**. Thanks.
- A OK. Bye-bye.



B Group Work

1. Work in groups of three. Create a short phone conversation using the scenarios below.

EXAMPLE

You call your friend to arrange to meet on the weekend. Your friend's mother answers the phone.



A Hello?

B Hello, Mrs. Wang. This is Kevin. Is Josh there, please?

A Yes, I'll get him for you now. Just a minute.

B Thank you.

C Josh here.

B Hey, this is Kevin. Do you want to go to the beach this weekend?

C Yes! Oh, but I have to ask my mom first. Can I ring you back later?

B Sure. Talk to you later.

- 1 You call your uncle to wish him happy birthday. Your aunt answers the phone.



Is Uncle [Name] around?
I'm calling to wish him a happy birthday.

- 2 You call home to let your mother know that you won't be coming home for dinner today. Your grandfather answers the phone.

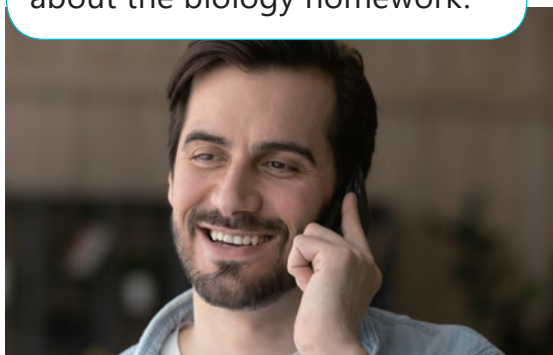


Is Mom there? I just wanted to let her know that I'm having dinner with a friend today.

- 3** You call your classmate to ask when the biology homework **is due**¹. Your classmate's father answers the phone.



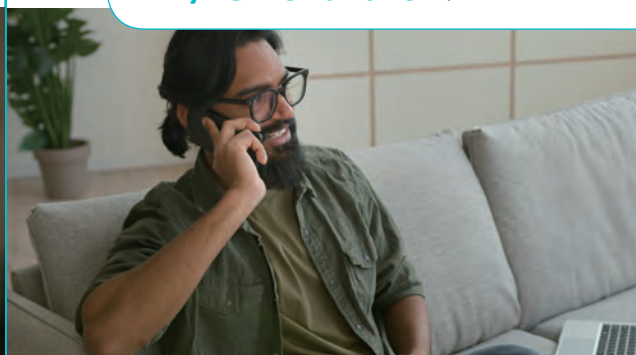
Could I speak to **[Name]**, please? I need to talk with **him/her** about the biology homework.



- 4** You call your neighbor to ask for help with something. **His/Her** family answers the phone.



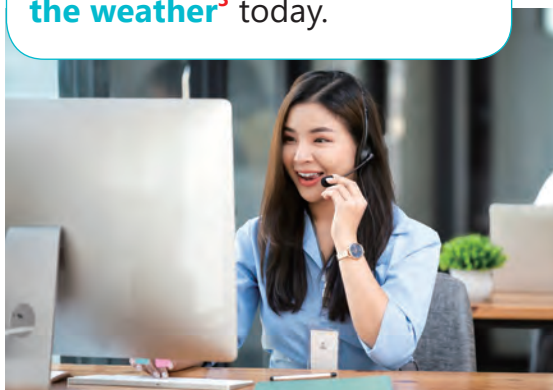
I was wondering if I could speak to **[Name]**, please. I would like to **ask him/her for a favor**².



- 5** You call your office to call in sick for work. You want to speak to the boss.



May I speak with **[Name]**, please? I'm feeling a bit **under the weather**³ today.



2. Practice the conversation several times. Then perform it for the class.

1. be due (何時) 應繳交
2. ask *sb.* for a favor 請求某人幫忙
3. under the weather 身體不舒服

C Discussion

Form groups of three or four, and discuss the following questions.

- 1 Can you think of a time when you called someone for an important reason? What was the reason?